

Section 730.115 Reporting

a) Each telephone service provider shall provide to the Commission, on a quarterly basis and in a form suitable for posting on the Commission's web site, a public report that includes performance data for basic local exchange service. The performance data shall be disaggregated for each geographic area and each customer class of the State for which the telephone service provider internally monitored performance data as of a date 120 days preceding the effective date of the amendatory Act of the 92nd General Assembly. The report shall include, at a minimum:

1) For local exchange service that has not been restored for a customer within 24 hours of receiving notice that a customer is out of service, including service disruptions that occur when a customer switches existing basic local exchange service from one telephone service provider to the other:

A) For each interruption:

- i) Starting date, starting time of each interruption and duration of each interruption;
- ii) Description of the cause of the interruption;
- iii) Location of the interruption, described as precisely as possible in generally recognized and geographically oriented terms such as street address, subdivision or community;
- iv) Credit, if any provided to the customer, including amount of the credit and

date of issuance of the credit;

v) If alternative phone service was provided, the type of service provided and the length of time service was provided;

B) Number and percentage of lines out of service for more than 24 hours;

C) Percentage of repeat trouble repairs;

D) Total number of credits and total dollars of credits provided to customers;

E) Total number of instances where alternative phone service was provided and total dollars of cost in providing alternative phone service

F) The name and telephone number of the local exchange carrier's representative that Commission staff can call for more information about interruption.

2) For instances where the local exchange carrier has failed to install basic local exchange service (a) within five business days after receipt of an order from the customer; (b) for instances where the customer requests an installation date that is beyond five business days after placing the order for basic service and the installation is not completed by the date requested and (c) for instances where the local exchange carrier is utilizing the network or network elements of another carrier, new lines not installed within three business days after provisioning of the line or lines by the carrier whose network or network elements are being utilized is complete:

A) For each installation:

i) Date of each scheduled installation and date installation completed;

ii) Description of the cause of the failure to install within the specified period;

iii) Location of the missed installation, described as precisely as possible in

generally recognized and geographically oriented terms such as street address, subdivision or community;

iv) Credit, if any provided to the customer, including amount of the credit and date of issuance of the credit;

v) If alternative phone service was provided, the type of service provided and the length of time service was provided;

B) Percentage of installations not completed within 5 days;

C) Total Percentage of Installations with trouble reports;

D) Total number of credits and total dollars of credits provided to customers;

E) Total number of instances where alternative phone service was provided and total dollars of cost in providing alternative phone service

F) The name and telephone number of the local exchange carrier representative that Commission staff can call for more information about the missed appointment.

3) For all missed repair and installation appointments for basic local exchange service when a customer premises visit requires a customer to be present and 24 hours notice of cancellation had not been provided:

A) For each missed appointment described above:

i) Date of the scheduled appointment which was missed;

ii) Whether the missed appointment was for repair or installation;

iii) Description of the cause of the missed appointment;

iv) Locations of the missed appointment, described as precisely as possible in generally recognized and geographically oriented terms such as street address,

subdivision or community;

v) Credit, if any provided to the customer, including amount of the credit and date of issuance of the credit;

vi) If alternative phone service was provided, the type of service provided and the length of time service was provided;

B) Percentage of missed appointments;

C) Total number of credits and total dollars of credits provided to customers;

D) Total number of instances where alternative phone service was provided and total dollars of cost in providing alternative phone service

E) The name and telephone number of a local exchange carrier representative that Commission staff can call for more information about the missed appointment.

4) For call centers, the following shall be reported:

A) Average speed of answer for customer call centers;

B) Average speed of answer for repair centers;

b) The provider shall submit an annual report to the Commission in a form suitable for posting on the Commission's web site which includes the following information:

1) a plan for future investment and, where necessary, reliability improvements for the reporting categories listed above that will ensure continued reliable basic local exchange service, along with the estimated cost of implementing the plan and any changes in the plan from the previous annual report.

A) The plan must cover separately each geographic area of the State for which the local exchange carrier internally monitored performance data as of a date 120 days preceding

the effective date of the amendatory Act of the 92nd General Assembly. The plan must include all relevant characteristics of each geographic area including the age and condition of the provider's equipment and facilities in each geographic area;B) The plan shall cover a period of no less than three years following the year in which the report was filed;

C) The plan shall identify all foreseeable service quality challenges and describe specific projects for addressing each;

D) The plan shall provide a timetable of achievement of the plan's goals;

E) The plan must consider all interruptions, missed appointments and untimely repairs listed in section _____;

F) The plan must consider the effects on customers and the costs of reducing the interruptions, missed appointments and untimely repairs listed in section _____ ;

2) A report of the local exchange carrier's implementation of its plan filed pursuant to subsection _____ of this Section for the previous annual reporting period, including an identification of significant deviations from the first year of the previous plan and the reasons for the deviations.

3) A report of the age, current condition, reliability and performance of the local exchange carrier's existing facilities which shall include, without limitation, the data listed below. In analyzing and reporting the age of the local exchange carrier's plant and equipment, the local exchange carrier may utilize depreciation as allowed by the Commission. Statistical estimation and analysis may be used when actual ages and conditions of facilities are not readily available. The use of such techniques shall be disclosed in the report.

A) A qualitative characterization of the condition of the local exchange carrier's system

defining the criteria used in making the qualitative assessment, and explaining why they are appropriate;

B) The local exchange carrier's expenditures for construction and maintenance for the annual reporting period expressed in constant 1998 dollars, the ratio of those expenditures to the local exchange carrier's transmission investment, and the average remaining depreciation lives of the local exchange carrier's transmission facilities, expressed as a percentage of total depreciation lives;

C) The local exchange carrier's expenditures for construction and maintenance for the annual reporting period expressed in constant _____ dollars, the ratio of those expenditures to the local exchange carrier's distribution investment, and the average remaining depreciation lives of the local exchange carrier's distribution facilities, expressed as a percentage of total depreciation lives;

D) The results of a customer satisfaction survey completed during the annual reporting period and covering reliability, customer service, and customer understanding of the local exchange carrier's services and price;

E) An overview pertaining to the number and substance of customers' reliability complaints for the annual reporting period and their distribution over the local exchange carrier's operating areas;

F) The corresponding information, in the same format, for the previous three annual reporting periods, if available; and

G) The name, address and telephone number of a local exchange carrier representative who can be contacted for additional information regarding the

annual report.

c) Customer report. A local exchange carrier shall, upon request made by a customer or the Consumer Services Division of the Commission, provide to the customer and/or the Consumer Services Division, within thirty days after the request, a report on all interruptions that the customer making the request, or subject to the Consumer Service Division's request, has experienced at the customer's current service location during the most recent five calendar years. The report shall identify for each interruption the information specified in Section _____

Notwithstanding the provisions of this subsection, a local exchange carrier is not required to report data pursuant to this Section that Section _____ does not require a local exchange carrier to maintain, or that the local exchange carrier was not required to retain at the time of the interruption. This subsection does not alter the provisions of 83 Ill. Adm. Code 200 and 280 that relate to informal and formal complaint procedures.

d) All reports required to be submitted to the Staff or to the Illinois Commerce Commission under this part 730, except 730.510(b)(3), shall be certified by an authorized agent to the reporting local exchange carrier and shall be filed with the Chief Clerk of the Commission in a form suitable for posting to the Commission's web page. All such reports will be public records available for inspection and copying.

e) exemptions for small companies that lack reporting capabilities more common in larger firms (need language)